

Register for a free secure online account and view all your Council Tax details day or night 24/7 in one handy place.

Once registered you can:

- View your Council Tax bills
- Apply for a range of discounts and exemptions
- View a history of the payments you have made
- Check when payments are due and how much you need to pay.... and much more

To register go online at www.walthamforest.gov.uk/signup

Paying this bill



By Direct Debit

This is the easiest way for you to make regular payments. You will also have a choice of 6 different payment dates. To set up a Direct Debit please visit us online at www.walthamforest.gov.uk/counciltaxdirectdebit



Online payments

You can make your payment online using your debit card or credit card, 24 hours a day, 7 days a week at www.walthamforest.gov.uk/pay



At Post Offices and PayPoint outlets

You can pay at participating outlets free of charge using the pop out payment card if enclosed or the barcode on your bill. You will need to allow at least 3 working days for payment to reach your Council Tax account. Please visit www.paypoint.com for your nearest PayPoint outlet.



Through telephone banking

If you have a telephone banking facility, contact your bank. You will need to give your Council Tax account number and the following details:
sort code 20-00-00 bank account number 53234460



By telephone

You can call our automated system on 020 8496 3000, then press option 1, to make a payment by debit or credit card. This is available 24 hours a day, 7 days a week. Please have your card and account number to hand when you phone.

You cannot pay for services by cash or cheque at Council offices. These options are available through any high street bank, Post Office or PayPoint site. Banks may charge for this service unless you use any branch of Barclays Bank PLC.

You can pay your Council Tax by 12 instalments. You can also arrange to have your instalment payment date set to the 9th or 25th of each month. If you would like to amend your instalments please contact us.

If you do not think that you should be paying this bill because you have sold, let or vacated this property, please contact us.

General information

Adult Social Care

Further information about the adult social care precept is available online at: www.walthamforest.gov.uk/guide and select 'Your guide to Council Tax'.

Citizen's Advice Bureau

The Citizen's Advice Bureau can give you free and confidential advice. It is always best to telephone 0300 330 1175 first as an appointment may be necessary and opening times vary.

Your guide to Council Tax

For full details about Council Tax, please visit our website at www.walthamforest.gov.uk/guide and select 'Your guide to Council Tax'. If you would like a hard copy of this information, please contact us.

Your Guide to Council Tax and Business Rates Recovery

This guide explains what will happen if you don't pay your Council Tax or Business Rates. If you have received a summons, the guide explains when costs are added to your account. Please visit our website at www.walthamforest.gov.uk/guide and select 'Your Guide to Council Tax and Business Rates Recovery'

How we use your data

The Council will use the data that it holds about you for the purposes of billing, collection and recovery of Council Tax. It may also be used to perform the Council's other statutory duties, to detect and prevent crime and to apprehend and prosecute offenders. The data may be disclosed to third parties for any of the purposes set out above or as provided by law. Where disclosures are necessary, the recipients are likely to be other local authorities, credit reference agencies and government agencies such as the Department for Work and Pensions and the National Fraud Initiative. All processing of your data will be in accordance with the Data Protection Act 2018.

Enquiries

If you have any questions about this bill, you can contact us online at www.walthamforest.gov.uk/counciltax and select 'Contact us'.

Problems paying?

You can get help paying your Council Tax by applying for Council Tax Support. To make a claim for this go to www.walthamforest.gov.uk/localtaxsupport

The Council has a Discretionary Council Tax Hardship Scheme which offers extra assistance to residents suffering financial difficulties. To apply for help and to find out more go to <https://www.walthamforest.gov.uk/counciltaxdisc>

Applications to reduce your Council Tax bill

If you have made an application for Council Tax Support, or any type of discount or exemption, you must still make payment as demanded on your bill whilst your application is being processed. If you receive any of these reductions on your Council Tax bill and your circumstances change, please ensure that you notify the Council as soon as the change occurs. To do this, go to www.walthamforest.gov.uk/counciltax and select 'Contact us'.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit London Borough of Waltham Forest will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request London Borough of Waltham Forest to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by London Borough of Waltham Forest or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when London Borough of Waltham Forest asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Sight disability

If you have a sight disability, and would like this letter in large print or Braille, visit www.walthamforest.gov.uk/counciltax and select 'Contact us'.